



FORM PTO-1449, Adapted

**LIST OF INFORMATION DISCLOSED BY APPLICANT**

(Use several sheets if necessary)

ACTS DOCKET NO.  
07117.10307SERIAL NO.  
09/638,771FILING DATE  
August 15, 2000APPLICANT  
Vashti et al.GROUP  
3713**U.S. PATENT DOCUMENTS**

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
bc	AA	5,513,308	4/30/1996	Mori, Toshiya	395	155	9/1/1993
bc	AB	6,340,977 B1	1/22/2002	Lui et al	345	709	5/7/1999
bc	AC	2002/0118220 A1	8/29/2002	Lui et al.	345	709	11/20/2001
	AD						
	AE						
	AF						
	AG						
	AH						
	AI						
	AJ						

**FOREIGN PATENT DOCUMENTS**

		DOCUMENT NUMBER	DATE	COUNTRY	NAME	TRANSLATION YES NO.
bc	AK	WO 2000/68769	11/16/2000	PCT	Lui et al.	
	AL					

**OTHER REFERENCES (Including Author, Title, Date, Pertinent Pages, Etc.)**

bc	AM	Deloitte & Touche; Tech Trends – 2002 Annual Report; (2002); Volume 1; pp. 23-26
bc	AN	Knoa Software, Inc.; Achieving Enterprise Application ROI by Managing User Performance; March 2003; pp. 1-12
bc	AO	Knoa Software, Inc.; Driving ROI From On-Demand Services; October, 2003; 6 Pages
bc	AP	Knoa Software, Inc.; The knoa Guidance™ Application; April 2003; pp. 1-12
	AQ	

EXAMINER

DATE CONSIDERED

07/12/05

EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

FORM PTO-1449, Adapted

**LIST OF INFORMATION DISCLOSED BY APPLICANT**

(Use several sheets if necessary)

ATTY. DOCKET NO. 07117.105007	SERIAL NO. 09/638,771	FILING DATE August 15, 2000
APPLICANT Vashi et al.		GROUP 3713

**U.S. PATENT DOCUMENTS**

EXAMINER INITIAL	DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
AA						
AB						

**FOREIGN PATENT DOCUMENTS**

DOCUMENT NUMBER	DATE	COUNTRY	NAME	TRANSLATION YES NO.
AC				

**OTHER REFERENCES (Including Author, Title, Date, Pertinent Pages, Etc.)**

AD	ACTV NET Debuts eSchool Online; Business Wire; 24 March 1997; pp. 03241287
AE	Armstrong, <i>Electronic Mail Order for Distance Learning</i> ; IEEE Colloquium on Commercialising the Internet; pp. 4/1-4/4; 02/1997
AF	Call Center E-Journal; <i>Telvista Integrates eLearning and Quality Monitoring</i> ; August 2001; pp. 8 - 12
AG	Click2learn; <i>Click2learn Unveils New Platform; Takes Aim at e-Learning Industry's Shortcomings</i> ; Press Release; June 4, 2001
AH	Click2learn; <i>Aspen: The Next-Generation e-Learning Platform</i> ; (2001)
AI	Curilem et al.; <i>Considerations for the Design of a Tutoring System Applied to Diabetes</i> ; Proceedings of the 22 <sup>nd</sup> Annual EMBX International Conference; July 23-28, 2000; pp. 2811-2814
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AK	Envision Telephony; <i>Click2Coach</i> ; (2001)
AL	Envision Telephony; <i>What Makes Your Contact Center Agents Truly Effective</i> ; (2001)
AM	Fletcher, Scotty; <i>Companies turn to the Virtual Classroom</i> ; dbusiness.com; May 25, 2000;
AN	Granić et al.; <i>User Interface Aspects of an Intelligent Tutoring System</i> ; 22 <sup>nd</sup> Int. Conf. Information Technology Interfaces ITI 2000, June 13-16, 2000; pp. 157-164
AO	Levinson et al.; <i>Chess Neighborhoods, Function Combination, and Reinforcement Learning</i> ; Institution of Electrical Engineers; 2003; INSPEC Abstract No. C2002-07-7830D-012
AP	NICE Systems; <i>NICE to Launch Integrated e-Learning Solution Through Partnership With Astound</i> ; News Release; December 4, 2000
AQ	Skowronek, Larry; <i>Aspect eWorkforce Management v6</i> ; July 30, 2001

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